

# CIT Customer Service Report for the Telecommunications Branch

for Monday, July 1, 2002 to Wednesday, July 31, 2002

	Created				Assigned/Pending			Closed			Average Minutes to Close
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	
<b>Telecommunications</b>											
Billing	5	0	0	0	0	0	0	5	0	0	8
Cable Infra/Cat-5 Cable Install	1	0	0	0	0	0	0	1	0	0	3
Circuits	2	2	0	0	0	1	0	1	2	0	4
Conferencing	7	0	0	0	0	1	1	4	1	0	6
DELPRO	10	346	0	2	0	122	63	9	142	22	0
General Info	39	5	0	0	1	2	0	33	8	0	8
NIH Directory	2	1	0	0	0	0	0	2	1	0	7
Operator Services	3	2,471	0	0	0	155	0	2	2,316	1	0
Pagers	10	0	0	0	1	0	0	9	0	0	7
Phones/Accessories	39	4	0	0	3	2	0	30	8	0	7
Repairs (611)	37	0	0	0	0	0	0	37	0	0	5
Residential Services	0	1	0	0	0	0	0	0	1	0	0
TSR	77	232	0	1	1	58	9	75	165	2	2
Verizon Phone Book	1	9	0	0	0	6	2	1	1	0	1
Voice Mail	79	0	0	0	0	0	0	78	1	0	7
Web Work	0	11	0	0	0	3	0	0	8	0	0
<b>Grand Total:</b>	<b>312</b>	<b>3,082</b>	<b>0</b>	<b>3</b>	<b>6</b>	<b>350</b>	<b>75</b>	<b>287</b>	<b>2,654</b>	<b>25</b>	<b>1</b>

**Total Tickets Closed: 2,966**

**Total Tickets Assigned/Pending: 431**

**Total Tickets Created: 3,397**